

Medicare Learning Network Request for Information

Purpose

The purpose of this Request for Information (RFI) is to identify sources for the support of CMS' obtaining product fulfillment services and hosting and technical support services for the Medicare Learning Network's web-based training courses, registration system and product ordering system. The product fulfillment services include maintaining inventory, packaging and mailing Medicare Learning Network products to the health care community and the general public. The product media types consist of pamphlets, brochures, videotapes, audiotapes, CDRom's, DVDs, and a wide variety of other publications.

CMS is requesting only firms that are 8(a) respond to this RFI. If CMS decides to issue a request for proposal, it will be an 8(a) set-aside.

Background

The Division of Provider Information Planning & Development (DPIPD) is the only division within the Centers for Medicare & Medicaid Services (CMS) that has the responsibility to educate all health care provider types nationwide. DPIPD's mission is to use education and customer service to build positive business-to-business relationships with physicians, health care facilities, providers and suppliers. To build these relationships, DPIPD works with Medicare contractors, CMS Central Office and Regional Office components and various health care organizations to ensure that health care professionals receive timely, accurate and relevant Medicare coverage and payment information. DPIPD is the only division level component in CMS that is responsible for deploying distance learning to all types of providers and all types of contractors. There is a wide variety of material and media we use to disseminate our educational information.

In working to achieve its mission, DPIPD created the Medicare Learning Network. The Medicare Learning Network is the products, services and activities that CMS and its Medicare contractors undertake to reach out to the Medicare provider community with education and customer service. The distance learning products and services of the Medicare Learning Network include train-the-trainer sessions, satellite broadcasts, videotapes, audiotapes, web-based training and computer based training courses, and a variety of publications. These products are available to health care providers free of charge through the Medicare Learning Network's Medlearn web page, <http://cms.hhs.gov/medlearn> on the CMS website.

Description

A. Contractor Requirements

The contractor shall provide the following services:

1. Hosting Service

- a. Provide a hosting service to serve up, on demand, a minimum of ten on-line courses. Ensure that the courses will be available 24 hours a day, 7 days a week.
 - b. Provide a hosting service and database storage for Medicare Learning Network (MLN) Learning Management System (LMS).
 - c. Provide a hosting service and database storage for MLN product ordering system.
 - d. Number of annual learners estimated at 50,000.
 - e. Provide a secure hosting service that meets all CMS IT standards.
2. Technical Support
- a. Provide technical and trouble shooting support for learners using the MLN registration and product ordering system including help functions.
 - b. Load new courses and remove old courses within 5 working days of CMS request.
 - c. Provide necessary programming to allow any new courses developed by CMS, up to 10 new courses, to communicate with the LMS and make courses SCORM compliant.
 - d. Provide a testing site for beta testing and pilot testing of the new web-based training courses. This testing site should be accessible by CMS staff or individuals outside of CMS to test the courses while maintaining CMS IT security standards.
 - e. Prepare all necessary CMS clearance documents such as OMB clearances and CMS IT system security plans.
 - f. Maintain the database containing the information necessary for CMS to become an accredited provider of continuing education.
 - g. Program all existing evaluation sets to communicate with the established evaluation scanning system
 - h. Provide script to allow for anonymous user evaluations to be imported into the evaluation sets in the LMS using the evaluation scanning system.
 - i. Provide evaluation-reporting mechanisms through the existing learning management system that will allow CMS to obtain evaluation data.
 - j. Evaluations for all training and product types including in-person training will be entered into the learning management system using the evaluation scanner.
3. LMS and Product Ordering System Maintenance
- a. Maintain the LMS and product ordering system to full functioning capability at all times
 - b. Correct any system errors or problems with the LMS or product ordering system within 48 hours.
 - c. Make any data table or system modifications to the LMS or product ordering system requested by CMS. Since the system and data tables are already established, system changes will be requested to enhance the reporting system or to collect new data. Not to exceed 15 modifications per year.
4. MLN Product Fulfillment
- a. Store all MLN products including video tapes, publications, DVDs and CD Roms
 - b. Provide all envelopes, boxes, and all appropriate packing materials and supplies.
 - c. Print mailing labels from the Medlearn product ordering system.

- d. Package, address and mail the Medlearn products.
 - e. Provide postage for all Medlearn products mailed
All orders will be shipped by general mail unless special arrangements are made by CMS.
 - f. Reproduce the cover letter to be included in all orders. Original cover letter to be provided by CMS.
 - g. Receive new inventory into the product ordering system
 - h. Responsible for unloading shipment of new products from printer
 - i. Scan all hard copy product and course evaluations using the evaluation scanning system and upload the data into the LMS.
5. Reporting and documentation requirements
Monthly reports will be provided on the last Monday of the month indicating the status of all active products.

B. Specific Requirements

- All orders will be filled within 7-10 working days from the date of the order request.
- Contractor will be responsible to provide a secure environment for the following:
 - 1. Warehouse space for product inventory
 - 2. Warehouse space for mailing supplies
 - 3. LMS and product ordering system data
- It is estimated that there will be approximately 200,000 product requests during the period of performance for this contract. Of the 200,000 product requests, it is estimated that 15,000 will be requests for one videotape product.

Specific Instructions

Please provide your responses to the following, as well as any other comments about the program that you wish to share with CMS to Edward M. Rutherford at email address Edward.rutherford@cms.hhs.gov ***no later than November 7, 2005.*** Responses should be limit to 30 double spaced pages and submitted via email attachment in Microsoft Word 2000 or later version.

A. Vendor Information:

- 1. Company Name**
- 2. Company Address**
- 3. Size of the Company, 8(a) only,**
- 4. Point of Contact Name, Phone, Email**

Point of Contact

Please direct any inquiries concerning this RFI to:

Edward M. Rutherford, Contracting Officer
Email: Edward.rutherford@cms.hhs.gov
Phone number: 410-786-6648

Disclaimer:

This notice is for informational purposes only and does not constitute a solicitation or Request for Proposal. This notice is not to be construed as a commitment by the Government to contract for services. Please be advised that the Government will not pay for any information provided as a result of this notice and will not recognize or reimburse any cost associated with any RFI submission.

For the purposes of this RFI, the term “vendor” refers to those members of industry providing responses to this RFI.

The vendor should identify any proprietary information in their RFI responses. Proprietary materials will neither be distributed to nor discussed with any other vendor. The use of information submitted to the Government as a result of this RFI will be at the discretion of the Government. The Government will not provide comments to any vendor’s submission. However, responses to the information submitted may be reflected in the final statement of work.